



Toledo Area Regional Transit Authority

TARPS/ADA Rider Guide

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Welcome to TARPS (Toledo Area Regional Paratransit Service)

The information contained in this TARPS Rider Guide has been developed to help new and existing riders become acquainted with TARPS, and to provide necessary information to use the service efficiently.

This guide is available in alternate formats upon request.

If you need help or have questions about anything in this guide, please contact a TARPS Customer Service Representative at 419.382.9901.

Getting Started

A knowledgeable Customer Service Representative (CSR) will help you schedule your rides. In order to make your reservation as quick and easy as possible, you should always have the following information at hand before making your reservation call.

1. Your TARPS ID card.
2. Date you need the ride.
3. Time you wish to be picked-up or time you wish to be at your destination.
4. Complete address of your departure location.
5. Number of people traveling with you. This may include a PCA and one (1) companion or two (2) children under the age of six (6).
6. Any mobility devices you are using.
7. Return trip time and location.
8. Any other details you think are important for your ride.

Because of demand, your exact pickup time may not be available. The CSR will offer alternate times up to one hour earlier or later than requested.

After you have booked your ride, the CSR will repeat your reservation to confirm all trip information

ADA rides may be reserved from one (1) to seven (7) days in advance. You may make up to three (3) dissimilar round trip bookings during each reservation call. Trips which are to the same place, at the same time (such as to work) may be reserved for up to seven days and count as one (1) trip booking.

Same-day Non-ADA, Non-emergency, Medical Appointments

Same day non-emergency medical trip requests will be scheduled if possible. This is NOT an ADA service. Request for this premium service must be made at least two hours before the requested pickup time and a premium fare will be charged. Please ask the CSR for details when requesting this service.

Hours and Area of Operation

TARPS Trip Reservation Hours:

Monday- Friday 8 a.m. to 6 p.m.;
Saturday and Sunday 9 a.m.-5 p.m.;
and Holidays 12 p.m.-4 p.m.

TARPS rides may be scheduled for anytime TARTA's fixed route bus service is available. These hours can change, and a CSR will have current available service times when you are making a reservation.

Federal ADA regulations define TARPS' area of service as being within $\frac{3}{4}$ of a mile on either side of a local bus route. You will need to check each time you request a ride to confirm your start and destination addresses are within the service area.

Fare

To receive service, all riders and their companion must pay a fare upon boarding. Only PCAs and qualified children are not required to pay a fare. You must pay your fare in exact cash, fare coupons, or present a fare punch card. Coupons and punch cards may be purchased in person at the TARTA business office, 1127 W. Central Ave., Toledo, OH, 43610. Other sites may be available. Fare coupons/Punch Cards may also be purchased by mail. Call a CSR for current available sites and mail order forms. TARPS operators do not

make change, nor may they take more than the exact fare for future rides.

To ensure safety, you may not be allowed to board the vehicle if you don't have the correct fare for your first trip of the day; however, a rider unable or unwilling to pay fare for a trip to his or her residence will not be denied service. All non-payment of fares will be documented and may result in a suspension of service.

Fares for ADA TARPS rides are determined by doubling the fixed-route TARTA fare.

Remember always have your TARPS ID card available for the operator when you board the vehicle. Replacement fee for a lost or stolen ID card is \$5.

On-time Pickup Window

All service is shared-ride therefore exact pickup times may not be possible. The vehicle will be considered on-time if it arrives for passenger boarding any time within a 30-minute on-time window of fifteen (15) minutes before or after the scheduled pickup time. For example, if your scheduled pickup time is 9:00 a.m., you must be ready to board the vehicle within five (5) minutes beginning at 8:45 a.m. and 9:15 a.m.

Subscription Service

- Subscription service is repeated trips at the same time and on the same days to and from the same locations. Examples of this kind of travel would be work, school, and on-going medical appointments.
- Subscription service is determined case by case.
- If you have subscription ride service and do not need a subscription ride for ANY reason, you must call and cancel the unneeded ride.
- Subscription service rides may be ended or changed by either the rider or TARPS.

Travel Time

When scheduling trips, please remember your on-board travel time may vary depending on the distance between pickup and drop off locations you and the other vehicle riders have.

Traffic, weather, and road closures may also increase travel time.

Trip Cancellation

Unneeded subscription or individually scheduled trips must be cancelled no later than two (2) hours before the scheduled pickup time. Trips cancelled less than two (2) hours before the scheduled pickup (late cancellation) will be documented and subject to service suspension rules. If possible, cancel rides the day before the scheduled trip.

Unless previous arrangements have been made, only the rider may cancel trips.

IVR Reminder System

TARPS uses an automated calling system. Riders will receive an automated call to a phone number they have provided TARPS after 7 p.m. the day before their scheduled trip. They may also receive an automated call on their travel day alerting them shortly before the estimated time their vehicle will arrive. If you do not receive an automated call or a call is incorrect, you may call a CSR at 419.382.9901 for help.

No Show/Cancel-at-the-Door

A no-show occurs when the rider does not appear for the ride. A cancel-at-the-door is a verbal refusal or wave-by of the rider for the scheduled trip when the vehicle arrives at the pickup location and the rider does not board the vehicle within five minutes when the operator has followed pickup protocol. Either of these is reported by the vehicle operator and is counted as an infraction. If the vehicle arrives after the on-time window or the operator fails to follow pickup and assistance protocol, it will not be considered an infraction.

Service Dogs/ Non-Service Animals

A rider must inform the CSR each time he or she will be boarding a TARPS vehicle with a service dog. The U.S Department of Justice defines a service animal as any guide, or signal dog, individually trained to do work or perform tasks for the benefit of an individual with a disability. Service animals do not occupy seats. They must be fully under the control of the rider. Riders are responsible for the behavior and hygiene needs of service animals. Service animals will be denied transport if seriously disruptive.

Small non-service animals will be transported when space allows with the following provisions:

1. The rider must inform the CSR when reserving a trip he or she will be bringing a non-service animal.
2. A non-service animal must be contained in a secure, clean, hand-held, and leak-proof animal carrier. The carrier must be small enough to fit on the rider's lap.

Please remember bringing a non-service animal will limit the number of additional packages you may transport.

Personal Care Attendants and Companions/Children

At the time of ADA application and certification, a rider must indicate whether he or she travels with a Personal Care Assistant (PCA). PCAs are not required to pay a fare when traveling with a certified rider.

There must be one ADA fare-paying rider from each point of origin to destination. In addition to the PCA, one (1) fare-paying companion or up to two (2) children under the age of six (6) may ride free with a certified TARPS rider.

When making a reservation, the rider must tell the CRS who will be accompanying the rider. This allows adequate vehicle space for other scheduled passengers during the shared ride. If the rider fails to make the notification at the time of reservation, additional riders will be accommodated only if there is room on the vehicle.

Seat Belt/Shoulder Harness Use

For safety purposes, all riders are strongly encouraged to accept the use all available seat belts and shoulder harnesses.

If riders accept the safety devices and require assistance to fasten and unfasten the belt or harness, they are requested to ask the operator for help.

The operator will record all rider refusals to use available safety devices.

Service Suspension

Riders must not engage in activities or conduct resulting in misuse of the system, or unnecessarily reserve and/or use space that could otherwise go to people who need service. Examples of misuse include, but are not limited to be:

- No-shows
- Engaging in disruptive behavior
- Falsifying reasons for a ride
- Failing to pay a fare
- Refusing to use vehicle equipped seat belts and shoulder harness
- Late cancellation (equal to one-half of an infraction)

All incidents of the previously-mentioned violations will be reported and documented by TARPS staff and considered infractions. Any rider who schedules ten (10) or more trips per month faces suspension when 10% of rides and three (3) infractions occur in a thirty (30) day period and/or exceed 3% of total rides scheduled on a rolling twelve-month calendar.

- First offense will result in a written warning.
- Second offense will result in a ten-day suspension of service.
- Third offense will result in a thirty-day suspension of service.

The TARPS rider will receive a written notification of the infractions and warning and/or suspension action. If a suspension of service is given, appeals process information and forms will be included.

Riders who appeal a proposed suspension of this type may continue to schedule and receive rides pending a decision of the appeal. If the appeal is denied, the suspension will be imposed effective the date the appeal is denied, pending final notification to the rider.

Violent, Seriously Disruptive, and/or Illegal Conduct

Service will immediately be suspended for thirty (30) days or until an appeal hearing is held to passengers who engage in violent, seriously disruptive or illegal conduct.

Mobility Devices

Wheelchairs and scooters cannot be more than 30-inches wide and 48-inches long and weigh more than 600 pounds when occupied. Mobility devices that exceed these established ADA standards may not be transported. Please be sure that wheelchairs or other mobility devices are in good working order.

You may bring other smaller mobility devices with you without restriction.

Passenger Responsibilities

Please read and follow these common sense guidelines designed to ensure safety and comfort for all riders, and TARPS vehicle operators.

- Avoid distracting the vehicle operator or annoying other passengers with inappropriate behaviors. Standing up while the vehicle is moving, fighting, throwing objects, pushing, shouting, spitting, hitting or using abusive language are not allowed.
- Have someone travel with you if you have difficulty or are unable to travel independently, or if you need more assistance than the operator can provide.
- Maintain acceptable standards of personal hygiene.
- No smoking, eating, drinking, littering or playing of a listening device unless with personal headphones is permitted in the vehicle.
- You may use your cell phone as long as it does not interfere with the operator's ability to insure all riders' safety.
- Expect to share your ride. Others may be picked up or dropped off before or with you.

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- You must wear seat belts/shoulder harnesses whenever available. Refusals will be documented and are subject to suspension of service.
 - You cannot change your ride while being transported.
 - All of your personal belongings must be taken onto or off the vehicle in one trip.

Vehicle Operator Responsibilities

TARPS operators are trained to provide needed or requested assistance to riders when getting on and off the TARPS vehicle while respecting the riders' independence.

Service is door-to-door for passengers unless they decline the service.

Operators are required to stay within the "line of sight" of their vehicle; therefore, passenger assistance will be given only to the outermost door of the residence or building destination.

Assistance the operator will provide may include the following:

- Ringing the doorbell or knocking at the outermost door of the pickup site and meeting riders there.
- Verbally identify themselves as TARPS operators using their first name.
- A call from a TARPS dispatcher if the rider does not appear.

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- Offering a steadying arm or other appropriate guidance or assistance when walking.
 - Providing assistance on stairs for ambulatory passengers.
 - Assisting wheelchair users on ramps to and from the outermost door.
 - Assisting wheelchair users to board the TARPS vehicle using a lift.
 - Assisting with a reasonable number of packages, defined as the amount the operator can safely carry in one (1) trip from the vehicle to the door (two grocery-sized bags or a collapsible shopping cart with bags in it).
 - Transporting additional packages if space is available on the vehicle and the rider and/or the PCA or accompanying companion loads and unloads these packages from the TARPS vehicle.

Drivers may not:

- Enter a rider's residence.
- Perform any personal care assistance for a rider.
- Lift or carry a rider.
- Maneuver riders or mobility devices up or down steps.
- Accept tips or gratuities.

Riding the TARTA Fixed Route Bus

TARTA encourages you to use the regular bus system when you are able.

Some benefits of riding the regular bus system are:

- You don't have to make a reservation. TARTA buses are 100% wheelchair accessible and are equipped with ramps for easy walk-on boarding.
- You have more choices and independence to go anywhere the regular buses go. TARPS riders may use their ID card when boarding a fixed route bus enabling them to ride for 50% off the regular TARTA fare.

Travel Training Program

If you do decide to try TARTA fixed route bus service, the TARTA travel-training program can help you learn to use the system.

A TARTA trainer will give you step-by-step instructions to ride the bus. Your trainer will even accompany you on your first bus ride. You'll get route schedules, a transit guide and informational brochures to get you acquainted with TARTA.

TARTA Rules and Regulations

All TARTA vehicle and rider rules and regulations will apply to TARPS unless otherwise specified.

Rider Commendations, Complaints, and Incident Reports

We want to hear riders' comments, positive and/or negative. We also want to know about any incidents that occur on the vehicles. A TARPS staff person will review all information. Riders may send their comments to TARTA by mail, phone, fax, or email to:

TARTA Paratransit Services
1127 W. Central Avenue
Toledo, Ohio 43610

phone **419.382.9901**

fax **419.724.6659**

email **paratransit@tarta.com**

When making your comments please include the following information:

- Your name, address and telephone number (this way we can contact you with our findings).
- Name or ID number of TARTA employee.
- Date and time of the situation (if on a TARPS vehicle it will be recorded).
- Details of the situation.

Rider confidentiality will be ensured when investigating and resolving complaints and incidents.

We hope this booklet helps you in making your community travel arrangements. Let us know!



Toledo Area Regional Transit Authority

1127 West Central Ave.

Toledo, Ohio 43610

419.243.RIDE (7433)

TARTA.com